



TECHNICAL UNIVERSITY OF MOMBASA

Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL & INSTITUTIONAL MANAGEMENT

(DHIM S12)

BHC 2205: HOUSEKEEPING OPERATIONS II

END OF SEMESTER EXAMINATIONS

SERIES: AUGUST 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) Explain TWO disadvantages of each of the following floor finishes.
- i) Ceramic tiles
 - ii) Wood
 - iii) Concrete
 - iv) Carpets
 - v) Vinyl
- (10marks)**
- b) Highlight TEN security measures that can be put in place to curb the problem of bomb threats in housekeeping department. **(10marks)**
- c) Identify and explain FIVE factors that are important in choosing Floor finish for a kitchen area. **(10marks)**

SECTION B

QUESTION 2

Discuss at least FIVE principles of Flowerarrangements.

(20marks)

QUESTION 3

- a) Explain SEVEN security measures that can be employed to ensure room keys control in housekeeping. **(14marks)**
- b) Highlight six procedures that are carried out to ensure proper care and maintance for furniture. **(6marks)**

QUESTION 4

- a) Discuss at least THREE different shapes of flower arrangements. **(12marks)**
- b) Explain the correct procedure of cleaning public area in housekeeping. **(8marks)**

QUESTION 5

Discuss the following materials as used in floorr finishes in buildings.

- i) Terrazzo
 - ii) Marble
 - iii) Grandlithic
 - iv) Natural stone
 - v) Linoleum
- (20marks)**